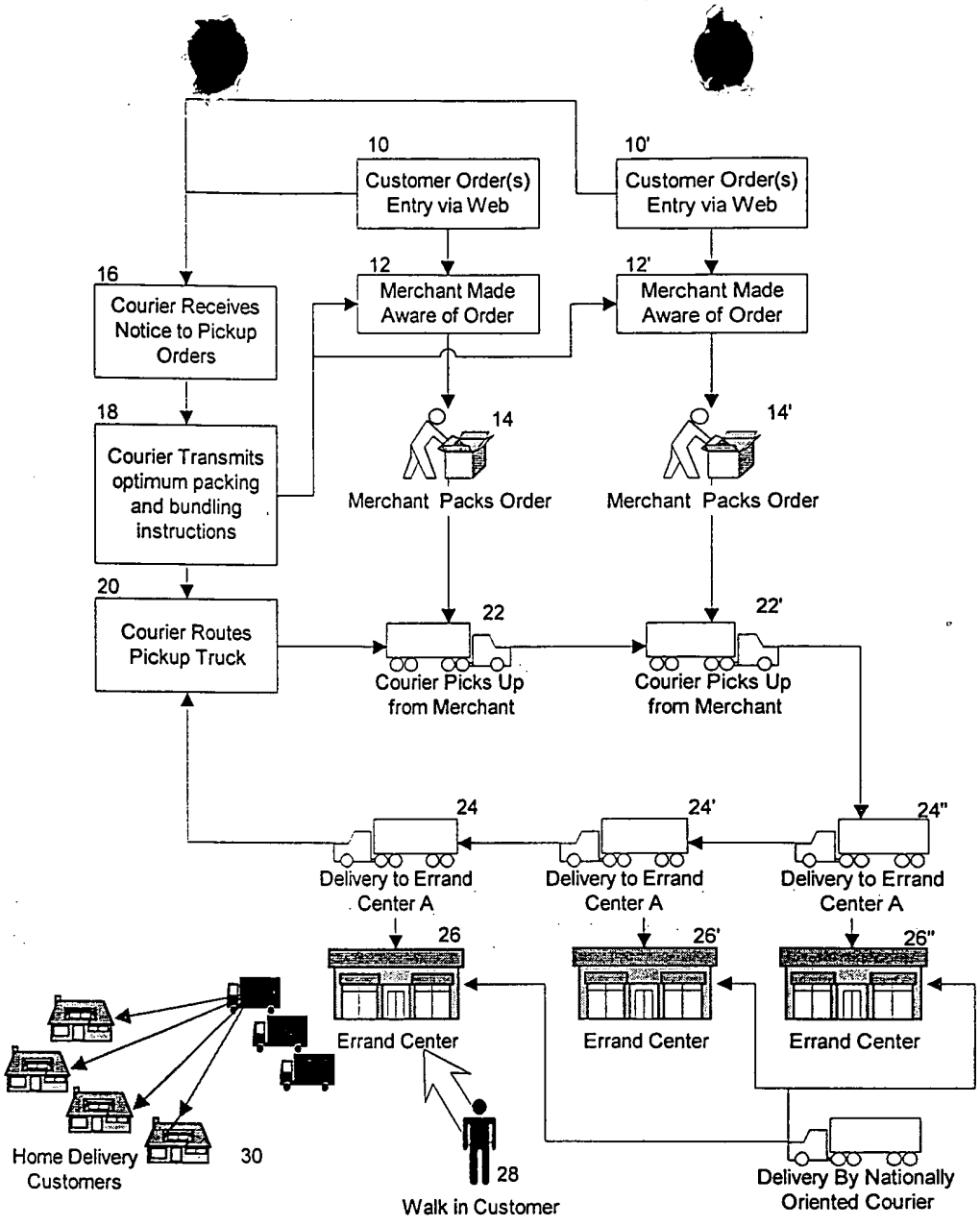
10
Customer Order(s) Entry via Web
10'
Customer Order(s) Entry via Web
16
Courier Receives Notice to Pickup Orders
12
Merchant Made Aware of Order
12'
Merchant Made Aware of Order
18
Courier Transmits optimum packing and bundling instructions
14
Merchant Packs Order
14'
Merchant Packs Order
20
Courier Routes Pickup Truck
22
Courier Picks Up from Merchant
22'
Courier Picks Up from Merchant
24
Delivery to Errand Center A
24'
Delivery to Errand Center A
24"
Delivery to Errand Center A
26
Errand Center
26'
Errand Center
26"
Errand Center
Home Delivery Customers
30
28
Walk in Customer
Delivery By Nationally Oriented Courier

Figure 1

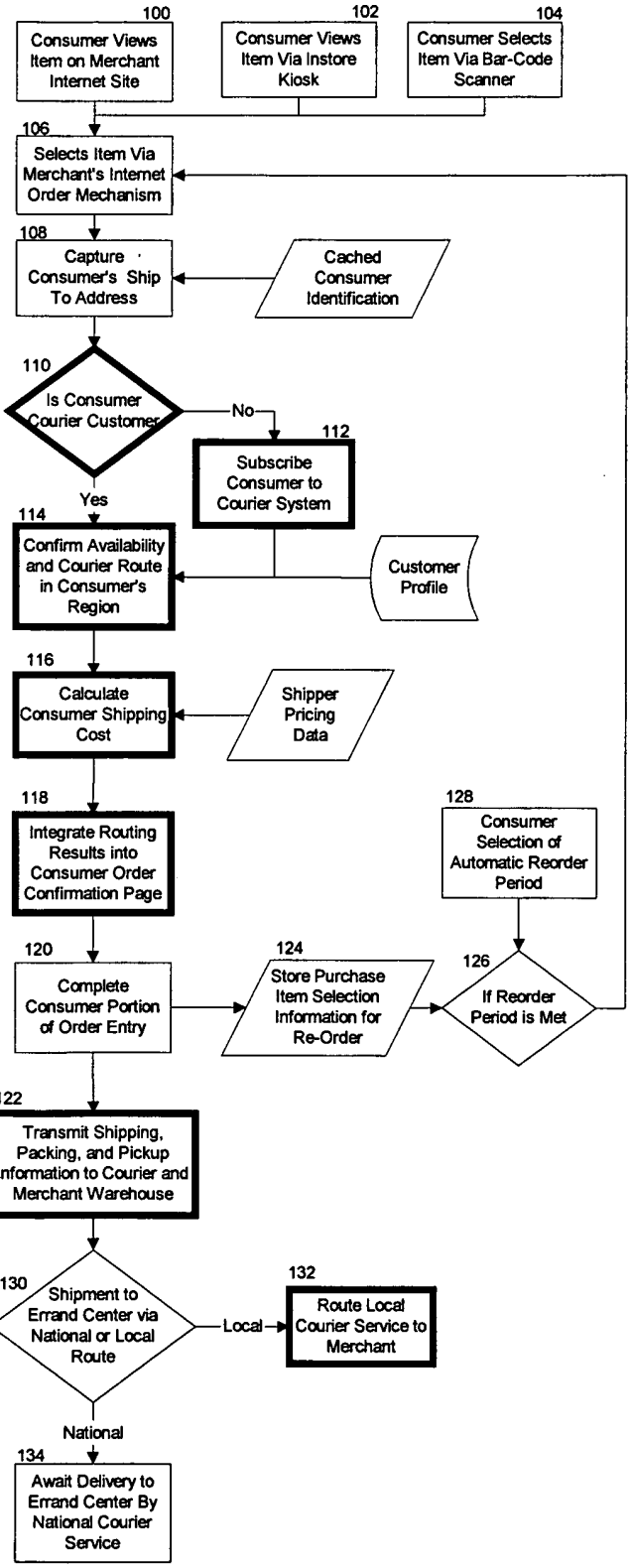
100
Consumer Views Item on Merchant Internet Site
102
Consumer Views Item Via Instore Kiosk
104
Consumer Selects Item Via Bar-Code Scanner
106
Selects Item Via Merchant's Internet Order Mechanism
108
Capture Consumer's Ship To Address
Cached Consumer Identification
110
Is Consumer Courier Customer
No
112
Subscribe Consumer to Courier System
Yes
114
Confirm Availability and Courier Route in Consumer's Region
Customer Profile
116
Calculate Consumer Shipping Cost
Shipper Pricing Data
118
Integrate Routing Results into Consumer Order Confirmation Page
128
Consumer Selection of Automatic Reorder Period
120
Complete Consumer Portion of Order Entry
124
Store Purchase Item Selection Information for Re-Order
126
If Reorder Period is Met
122
Transmit Shipping, Packing, and Pickup information to Courier and Merchant Warehouse
130
Shipment to Errand Center via National or Local Route
Local
132
Route Local Courier Service to Merchant
National
134
Await Delivery to Errand Center By National Courier Service

Figure 2

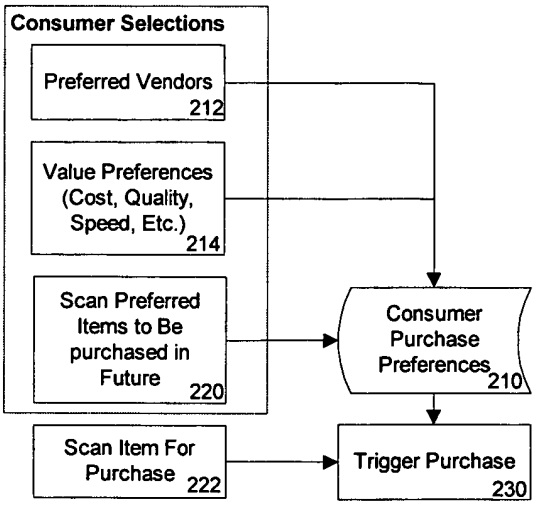

Figure 3

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